DEPARTMENT OF THE ARMY
WASHINGTON, D.C. 20310

HQDA Ltr 350-04-1

SAIS-ZA

8 January 2004

Expires 8 January 2006

SUBJECT: Utilization of the Army's e-Learning Program

SEE DISTRIBUTION

1. Purpose. This letter prescribes the policy on the utilization of the Army's e-Learning Program for basic and advanced information technology (IT) training. The intention is for all Army organizations and major commands (MACOMs) to use the Army's e-Learning Program as the primary method for satisfying their workforce IT training requirements. The program will be centrally funded to ensure there is no cost to the organization or to the individual student. The Army e-Learning Program supports computer/Web-based courseware.

2. Proponent and exception authority. The proponent of this letter is the Chief Information Officer/G-6. The Chief Information Officer/G-6 has the authority to approve exceptions to this letter that are consistent with controlling law and regulation. The Chief Information Officer/G-6 may delegate this approval authority, in writing, to an individual within the proponent agency in the grade of colonel or the civilian equivalent.

3. Applicability. This policy applies to all Active Army, Army Reserve, and Army National Guard units and organizations that are expending resources to provide IT skills training to their workforce. Under this policy, the Army workforce is defined as all active duty soldiers, all members of the Army National Guard and Reserve, all Department of Army civilian employees, all ROTC students, and nonappropriated fund employees. The CIO/G-6 e-Learning contracting officer's representative (COR) must approve all requests for contractor use.

4. References.

a. Memorandum, Secretary of the Army and Chief of Staff, 8 August 2001; Subject: Army Knowledge Management (AKM) Guidance Memorandum Number 1 (http:/ www.us.army.mil/).

b. Army Audit Agency (AAA), 3 July 2002; Report A-2002-0461-FFF (http:/ www.us.army.mil/)

c. Army Regulation 25-1, Army Information Management (Glossary, Section II), dated 31 May 2002.

5. Scope. Information technology (IT) training is training that supports the technology involved in acquiring, storing, processing, and distributing information by electronic means, which includes computers, telephones, radio, and television (see para 4(c), above). IT training does not include The Army Training System (TATS) courses provided by the Army Distributed Learning Program.

6. Background. Goal five of Army Knowledge Management (see para 4a, above) requires that the Army provide military and civilian personnel with learning opportunities, career-building tools, and mentoring relationships in order to transform our workforce into a network-centric, knowledge-based force. The Army e-Learning Program provides an efficient, effective and affordable means to attain and maintain necessary IT skills. The AAA audit (see para 4b, above) found the e-Learning to be an effective use of Army wide training resources and would result in savings to individual Army activities.

7. Responsibilities.

 a. The Deputy Chief of Staff, G-3 (DCS,G-3) will provide oversight and guidance for funding of the Army's e-Learning Program.

 b. The Chief Information Officer/G-6 (CIO/G-6) will—

 (1) Implement and administer the Army e-Learning Program that provides Internet access to the latest state-of-the-art e-Learning technology for IT skills training and maintenance.

 (2) Ensure and maintain the e-Learning links to the Army Knowledge Online (AKO), the Army Training Requirements and Resources System (ATRRS), and coordinate effective links to any future Army Learning Management System (LMS).

 (3) Coordinate with the American Council on Education to evaluate contracted vendor e-Learning training for college credit recommendations.

 c. The Deputy Chief of Staff, G-1 (DCS, G-1) will—

 (1) Ensure the Army Training Requirements and Resources System (ATRRS) maintains the capability for program registration and recording and maintaining course completion data for each soldier's or Army civilian's official individual training record. The ATRRS will provide completion certificates and appropriate data records for each individual. Course completions recorded in the ATRRS training record will be the basis for award of enlisted promotion points.

 (2) Provide the Distance Learning (DL) General Officer's Steering Committee (GOSC) with an annual review of the e-Learning Program.

 (3) Coordinate and integrate e-Learning with other Army programs, such as the GI-to-Jobs Program.

 d. Major Army commanders and/or HQDA agency supervisors will—

 (1) Allow employees access to the e-Learning during duty hours for organization and mission required training and provide the employee with an environment conducive to learning.

 (2) Consider allowing employees access to e-Learning during duty hours for self-development.

 (3) Revise their training processes and ensure that workforce training plans identify the Army's e-Learning offerings to meet IT required skills.

8. E-Learning policy and procedures.

 a. The e-Learning Program will be the Army's primary method of providing both an individual's initial IT skills as well as the subsequent maintenance of those skills. The intent

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of the Army program is to provide a wide range of courses for organizational and mission-related IT training requirements, as well as for an individual's personal goals. There is no cost to the individual or their organization for utilization of the Army-provided vendor courses and products.

b. Army organizations and MACOMs will review their current process for determining the individual IT skills required to execute their mission. They will satisfy their IT training requirements by utilizing the e-Learning Program as the best method for providing and maintaining IT skills to their workforce. They may utilize traditional instructor-led classroom training for only those training needs that are not available through e-Learning.

c. Army schools must consider e-Learning when developing their IT course curricula. If applicable, school commandants are authorized to sign the waiver request in accordance with the waiver process described in paragraph d, below.

d. If an Army organization has a compelling reason for not using the e-Learning Program, they must submit a waiver request signed by their commander/director (SES or General Officer) to the Army e-Learning Office, at cbt.help@secbmail.belvoir.army.mil. Waiver requests will be processed within three days. Appeals to the e-Learning COR Office's decision can be made to the CIO/G-6 e-Learning Director. Details for the waiver and appeal process can be found on the AKO e-Learning page under the community of practice: My Education/Army e-Learning.

e. An AKO account (http://www.us.army.mil) is required in order to register. The student must first register online through the ATRRS Web site (https://www.atrrs.army.mil/channels/eLearning/smartforce). After initial registration, any member of the Army workforce may enroll for an unlimited number of courses for organizational and mission-related requirements, as well as for individual and personal goals.

9. This policy is effective immediately. It will expire in 2 years or upon incorporation into the next revision of Army Regulations 350-1 and 350-10.

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